

Application No. 09/813,209
Response to Final Office Action

Customer No. 01933

Listing of Claims:

1. (Currently Amended) A technical support server
comprising:

a service information portal section for providing web pages
as information input and output interfaces;

5 a knowledge base section for storing various claim reports
and solutions which correspond to the claim reports and which are
provided by an engineer who designs products in a product
technology department; and

a claim handling section for registering a new claim report,
10 corresponding to a new claim, in the knowledge base section, and
managing the registered new claim report as an unsolved claim
requiring an answer from the engineer;

wherein claim content of the new claim report is input via a
client web page in a format substantially similar to natural
15 language; [[,]] and

wherein the claim handling section comprises a synonym table
section for converting product unit information and problem
information included in the claim content to standard terms, and
the claim handling section: (i) produces the new claim report is
20 registered in the knowledge base section in a format including at
least a claim title structured as a combination of predetermined
items of definition information expressed in the standard terms,

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based on the claim content in the format substantially similar
to natural language, by using the synonym table section,

25 (ii) searches the knowledge base section for claims similar to
the new claim report, and (iii) registers the new claim report in
the knowledge base section when it is confirmed that no claims
similar to the new claim report are present in the knowledge base
section.

Claim 2 (Canceled)

3. (Currently Amended) A technical support server
according to claim 2 1, wherein the claim handling synonym
table section has a synonym table for converting the information
available from the claim content input to the client web page
5 from a respective one of a plurality of different languages to
common codes.

4. (Currently Amended) A technical support server
according to claim 2 1, wherein the claim handling section
comprises an answer assisting module for, when the claim handling
section identifies a solution to the new claim as a search result
5 of the search of the knowledge base section, producing an answer
based on the solution so as to meet a technical support policy
varying from market region to market region.

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5. (Currently Amended) A technical support server according to claim 2 1, wherein the claim handling section has a report assisting module for, when the claim handling section does not identify a solution as a search result of the search of the knowledge base section, (i) automatically incorporating the information available from the claim content input to the client web page into the new claim report, and (ii) requesting input of additional information which is lacking from the claim content input to the client web page and which is necessary for a study of the new claim by the engineer.

6. (Previously Presented) A technical support server according to claim 1, wherein the claim handling section assigns a supporting task for acquiring a solution to the new claim to a technical division responsible for the new claim, and to request the solution from the technical division.

7. (Previously Presented) A technical support server according to claim 6, wherein the claim handling section attaches a backup document for backing up the supporting task to the new claim report.

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8. (Previously Presented) A technical support server according to claim 6, wherein the claim handling section sets a schedule of the supporting task, and sends a reminder when a scheduled date of supporting task completion is within a predetermined time period of a current date.

9. (Previously Presented) A technical support server according to claim 8, wherein, when an additional new claim is received that is similar to the new claim, the claim handling section attaches an additional new claim report corresponding to the additional new claim to the reminder as a backup document.

10. (Previously Presented) A technical support server according to claim 6, wherein the claim handling section is constructed to control a display of a state of progress of the supporting task.

11. (Previously Presented) A technical support server according to claim 1, wherein the claim handling section has a table for converting the claim content input to the client web page to a specific language.

12. (Previously Presented) A technical support server according to claim 1, wherein the claim handling section has a

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table for recognizing different model numbers, corresponding to different market regions, that are assigned to a product model corresponding to the new claim.

13. (Previously Presented) A technical support server according to claim 6, wherein the claim handling section selects an engineer to be in charge of the supporting task based on at least one of a schedule, a field in charge, experience, and a
5 technical level of each engineer in a technical division to which the supporting task has been assigned.

14. (Previously Presented) A technical support server according to claim 6, wherein, when the claim handling section does not identify a solution as a search result of the search of the knowledge base section, the claim handling section issues a notice explaining that the new claim is now being studied.

15. (Previously Presented) A technical support server according to claim 6, wherein, when the claim handling section does not identify a solution as a search result of the search of the knowledge base section, the claim handling section issues a notice of a schedule of the supporting task.

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16. (Previously Presented) A technical support server according to claim 6, wherein the claim handling section produces an answer document in which a solution answered on an engineer web page is modified so as to meet a technical support policy which varies from market region to market region.

17. (Currently Amended) A technical support system comprising:

a service information portal server for providing web pages as an information input and output ~~interface~~ interfaces;

5 a knowledge base server for storing various claim reports and solutions which correspond to the claim reports and which are provided by an engineer who designs products in a product technology department; and

10 a claim handling server for registering a new claim report, corresponding to a new claim, in the knowledge base server, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer;

15 wherein claim content of the new claim report is input via a client web page in a format substantially similar to natural language; [[,]] and

wherein the claim handling server registers includes a synonym table section for converting product unit information and problem information included in the claim content to standard

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terms, and the claim handling section: (i) produces the new claim
20 report in the knowledge base server in a format including at
least a claim title structured as a combination of predetermined
items of definition information expressed in the standard terms,
based on the claim content in the format substantially similar
to natural language, by using the synonym table section.
25 (ii) searches the knowledge base server for claims similar to the
new claim report, and (iii) registers the new claim report in the
knowledge base server when it is confirm that no claims similar
to the new claim report are present in the knowledge base server.

Claim 18 (Canceled).

19. (Currently Amended) A technical support system
according to claim ~~18~~ 17, wherein the claim handling server
comprises an answer assisting module for, when the claim handling
server identifies a solution to the new claim as a search result
5 of the search of the knowledge base server, producing an answer
based on the solution so as to meet a technical support policy
varying from market region to market region.

20. (Previously Presented) A technical support system
according to claim 17, wherein the claim handling server assigns
a supporting task for acquiring a solution to the new claim to a

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technical division responsible for the new claim, and to request the solution from the technical division.

21. (Previously Presented) A technical support system according to claim 20, wherein the claim handling server attaches a backup document for backing up the supporting task to the new claim report.

22. (Previously Presented) A technical support system according to claim 17, wherein the claim handling server has a table for recognizing different model numbers, corresponding to different market regions, that are assigned to a product model corresponding to the new claim.

23. (Currently Amended) A technical support method using a knowledge base section for storing various claim reports and solutions which correspond to the claim reports and which are provided by an engineer who designs products in a product technology department, the method comprising:

providing web pages as information input and output interfaces; and

registering a new claim report, corresponding to a new claim, in the knowledge base section, and managing the registered

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new claim report as an unsolved claim requiring an answer from the engineer;

wherein claim content of the new claim report is input via a client web page in a format substantially similar to natural language; [[,]] and

wherein registering the new claim report is registered in the knowledge base section comprises: (i) producing the new claim report in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format substantially similar to natural language, by using a synonym table section for converting product unit information and problem information included in the claim content to the standard terms, (ii) searching the knowledge base section for claims similar to the new claim report, and (iii) registering the new claim report in the knowledge base section when it is confirmed that no claims similar to the new claim report are present in the knowledge base section.

Claim 24 (Canceled).

25. (Currently Amended) A technical support method according to claim 24 23, further comprising converting the information available from the claim content input to the client

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web page from a respective one of a plurality of different languages to common codes.

26. (Currently Amended) A technical support method according to claim ~~24~~ 23, further comprising producing, when a solution to the new claim is obtained as a search result of the search of the knowledge base section, an answer based on the solution so as to meet a technical support policy varying from market region to market region.

27. (Currently Amended) A technical support method according to claim ~~24~~ 23, further comprising:
automatically incorporating, when a solution is not identified as a search result of the search of the knowledge base section, information available from the claim content input to the client web page into the new claim report; and
requesting input of additional information which is lacking from the claim content input to the client web page and which is necessary for a study of the new claim by the engineer.

28. (Previously Presented) A technical support method according to claim 23, further comprising assigning a supporting task for acquiring a solution to the new claim to a technical

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division responsible for the new claim, and requesting the solution from the technical division.

29. (Previously Presented) A technical support method according to claim 28, further comprising attaching a backup document for backing up the supporting task to the claim report.

30. (Previously Presented) A technical support method according to claim 28, further comprising setting a schedule of the supporting task, and sending a reminder when a scheduled date of supporting task completion is within a predetermined time period of a current date.

31. (Previously Presented) A technical support method according to claim 30, further comprising attaching, when an additional new claim is received that is similar to the new claim, an additional new claim report to the reminder as a backup document.

32. (Previously Presented) A technical support method according to claim 28, further comprising displaying a state of progress of the supporting task.

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33. (Previously Presented) A technical support method according to claim 23, further comprising converting the claim content input to the client web page to a specific language.

34. (Previously Presented) A technical support method according to claim 23, further comprising recognizing different model numbers, corresponding to different market regions, that are assigned to a product model corresponding to the new claim.

35. (Previously Presented) A technical support method according to claim 28, further comprising selecting an engineer to be in charge of the supporting task based on at least one of a schedule, a field in charge, experience, and a technical level of
5 each engineer in a technical division to which the supporting task has been assigned.

36. (Previously Presented) A technical support method according to claim 28, further comprising issuing, when a solution is not identified as a search result of the search of the knowledge base section, a notice explaining that the new claim is now being studied.

37. (Previously Presented) A technical support method according to claim 28, further comprising issuing, when a

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solution is not identified as a search result of the search of the knowledge base section, a notice of a schedule of the supporting task.

38. (Previously Presented) A technical support method according to claim 28, further comprising producing an answer document in which a solution answered on an engineer web page is modified so as to meet a technical support policy which varies from market region to market region.